



## Do You Have Sales Skills?

SkyMall is Hiring for FULL TIME Seasonal Inside Sales & Support Agents

**Classes Start on 10/27 & 11/3**



- 1) Submit your application at [www.skymall.com/careers](http://www.skymall.com/careers); select "Call Center"
- 2) Come prepared for testing and interviewing/Bring government issued identification

**Come to our Job Fair on**

**Tues. Oct. 15th or Tues. Oct. 22<sup>nd</sup> 9am to 3pm.**

**Assessments & Interviews will be conducted!**

**Location: SkyMall, Inc - 1520 E. Pima Street, Phoenix, AZ 85034**

**(Just off of 16<sup>th</sup> Street, 1 block south of Buckeye Rd. in Phoenix, next to the airport)**

**Job Description:** We are an inbound call center who sells cool stuff. Must be energetic, enthusiastic and love people. Customer Service & Sales experience a PLUS! **Paid Training!**

### Sales Skills

- Must be able to build a warm personal connection with our customers over the phone and have a strong desire to sell
- Must be competent with probing and learning about the needs of our customers
- Must be skilled at building value in our thousands of cool products
- Must be confident UP SELLING and CROSS SELLING

### Technical Skills

- Locate, read and understand a customer order. Apply discounts, promotions and coupons to an order.
- Submit credits and order inquiries including accurate and appropriate commenting.
- Respond to customer service e-mails and web self serve order inquiries.

### Knowledge, Skills and Abilities

- Great attitude
- Strong Communication skills – Written, Verbal, Listening
- Typing tested at 20 WPM with 80% accuracy
- Computer knowledge and savvy
- Literacy in Windows environment
- Navigating Internet site via web browser software
- History of good attendance and punctuality a must!

### Physical and Mental Demands

- Fun, studio-cube environment where you'll be building relationships with SkyMall customers over the phone
- Constant & steady call flow
- Continuous learning environment
- Ability to talk, type and think at the same time
- Constantly operate a computer & other office machinery, i.e. a calculator, copy machine & computer printer